Customer Report

Autumn 2026



EMR



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Welcome from our Managing Director



Hello and welcome to EMR's Autumn 2026 Customer Report

The past six months have been challenging for East Midlands Railway and, above all, for the people who rely on us. Performance across our Intercity fleet has been affected by train availability and reliability issues, resulting in disruption, changes to services and journeys that have not always met the standards our customers rightly expect. We are sorry for the impact this has had on customers, colleagues, communities and businesses across our network.

We now have a clear plan in place to support recovery. We have strengthened the day-to-day oversight of Intercity performance, put focused reliability and maintenance plans in place with our fleet partners, and improved contingency planning so we can respond more quickly when issues arise. For customers, this means a sharper focus on protecting services, providing clearer and earlier information, and putting additional support in place when journeys are disrupted. These actions are beginning to make a difference, although we recognise there is still more work to do before performance is consistently where we want it to be.

At the same time, we have continued to deliver improvements that make a practical difference to customers. We launched our Family Saver ticket, offering better value for families travelling during the October half term, and extended our Digital Pay As You Go trial for a further 12 months following more than 27,000 journeys. This is helping us explore simpler and more flexible ways for customers to pay for travel.

We have also continued to improve accessibility and inclusion. Accessible meeting points are now in place across the Poacher Line, making it easier for customers who need assistance to connect with our teams. Our new EMR symbol guides provide clearer visual information to help people navigate stations and train journeys, and we have strengthened our support for the Armed Forces community by signing the Armed Forces Covenant.

That same focus is reflected in our investment programme. We are approaching £60 million of investment in train refurbishment, helping to provide more modern, comfortable and accessible trains across the network. Even as we address the immediate challenges facing our Intercity services, it is important that we continue to deliver the longer-term improvements our customers expect.

There is still more to do, but the recovery is being actively managed, the right actions are in place and we are seeing progress. Our priority is simple: to turn that progress into a consistently reliable service, while continuing to deliver improvements that make journeys better for customers.

Thank you for your continued support and patience. I hope this report gives you an honest view of the challenges we have faced, the action we are taking and the improvements we are continuing to deliver for everyone who travels with us.

NEIL GRABHAM,
Interim Managing Director at East Midlands Railway

EMR launches Family Saver ticket on Regional and Connect services for October half term, with savings up to 42%



- Groups of up to two adults and four children can travel together for a single fixed fare on certain Connect and Regional services
- Families heading for a seaside getaway can use the ticket to travel to popular destinations including Skegness and Cleethorpes.
- For those looking to escape the British weather altogether, the Family Saver can also help families jet off for a half-term holiday with tickets from St Pancras International to Luton Airport available with a 42% saving.

The Family Saver ticket is available for travel from 16 October to 1 November 2026.

Special fare is returning for the school holidays

East Midlands Railway (EMR), operated by Transport UK, has launched a new Family Saver ticket on its Connect and Regional services in time for families planning an October half-term adventure.

The special fare is returning for the school holidays, giving families the chance to travel together for a single fixed fare on selected EMR services from 16 October to 1 November 2026.

The Family Saver allows groups of up to **two adults and four children** to travel together, making it a great-value option for families planning days out, seaside trips, holidays or visits to friends and relatives.

For families looking to make the most of the last chance for a seaside break before winter, EMR Regional services provide easy access to popular destinations including Skegness and Cleethorpes.

And for those looking to escape the British weather altogether, the Family Saver can also help families jet off for a half-term holiday.

Customer travelling from **St Pancras International to Luton Airport on EMR** Connect can make a **42% saving**. With tickets starting at £20 for a family of up to 2 adults and 4 children, and this includes the DART.

With the October half term approaching, families are looking for affordable ways to keep children entertained. The ticket offers a budget-friendly alternative to travelling by car, while giving families the chance to sit back, relax and enjoy the journey together.

"We know that keeping the family entertained during the school holidays can quickly add up, so our Family Saver ticket is a great way for families to make their money go further this October half term.

Whether it's a trip to the seaside at Skegness or Cleethorpes, a day out exploring a new city, or jetting off on a family holiday from Luton Airport, we want to make travelling by train an affordable and convenient option.

With savings of up to 42%, the Family Saver gives families another reason to leave the car at home and enjoy travelling together by train on either EMR Connect or EMR Regional services."

SIMON PREADY,
Commercial Director at East Midlands Railway



Customer feedback

We continue to work hard to make sure that all of our customers feel safe and satisfied with their journeys when travelling by rail.

We ask our customers to complete a post-travel survey. During this period we have received over **3,500 responses** detailing how they felt about the key parts of their journey from availability of staff, cleanliness of trains and stations, along with how safe they felt and whether they would recommend travelling with EMR to their friends, family or colleagues.

Net Promoter Score	**9**
Would you recommend EMR to Friends, Family or Colleagues?	**43%**
How safe did you feel travelling with EMR?	**82%** said they feel safe

*Average score of all responses received

Stakeholder Research Survey



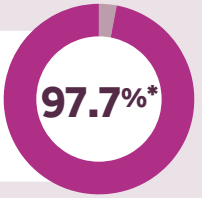
As part of our commitment to developing our partnerships, we contacted 145 key stakeholders to conduct our annual Stakeholder Research Survey.

The research involved a short questionnaire about what, in stakeholders' opinion, EMR are doing well and where EMR can improve, in the way we work with our stakeholders.

The stakeholders' feedback will help shape how we develop our stakeholder relationships in the future, as we continually seek to improve our service in every respect.

As well as the many verbatim comments received, we also received quantitative data on the below questions:

How engaged do you feel by East Midlands Railway?



*We counted marks to this score as any response of 'engaged' and over.

On a scale of 0-10, how likely are you to recommend the East Midlands Railway team to work with to your colleagues and associates?



8 out of **10***

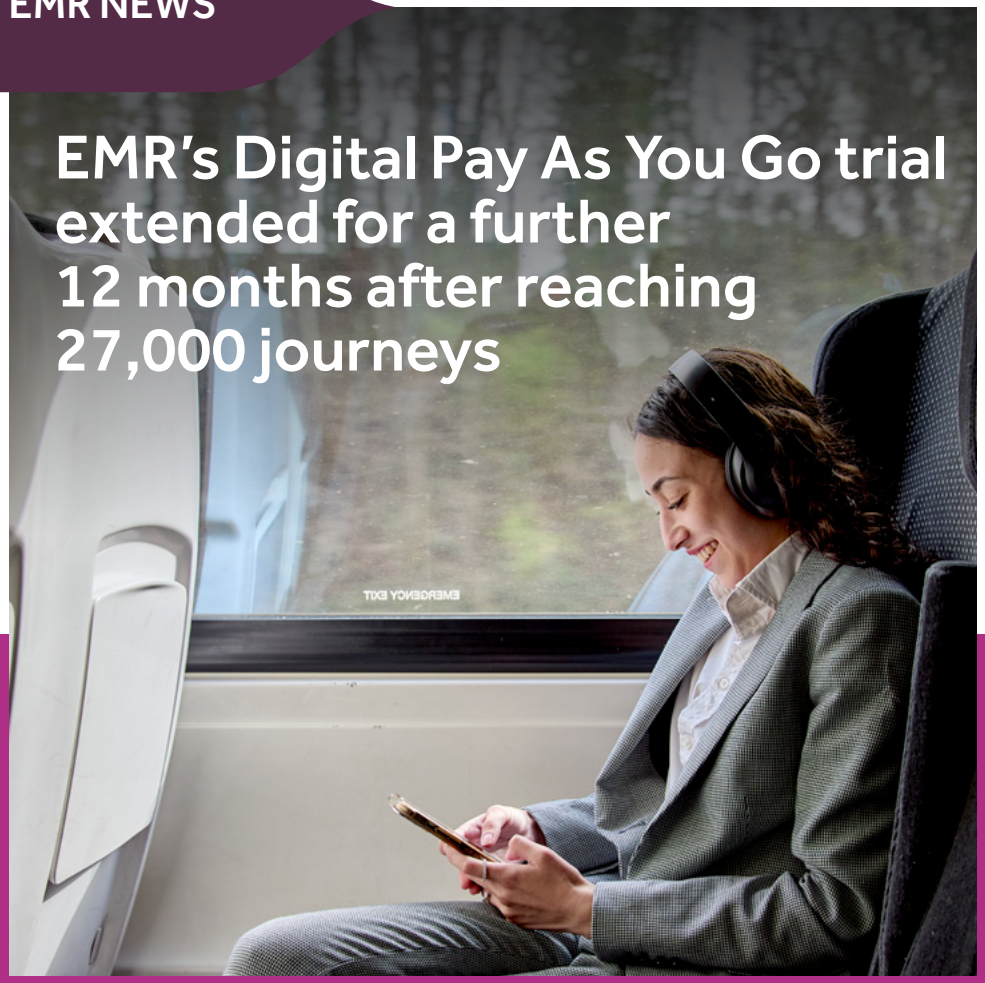
*Average score of all responses received.

The following is a list of descriptions that most train operators would like to be associated with. Which, if any, do you think apply to East Midlands Railway? Please use a scale of 1–10, where 1 = does not apply to EMR at all and 10 = applies strongly to EMR

A reputable organisation I can trust	**8** out of **10**
Builds strong stakeholder relationships	**9** out of **10**
Transparent, honest and open	**9** out of **10**
Provides a good variety of useful information to stakeholders	**9** out of **10**
Those responsible for building stakeholder relationships are personable and easy to deal with	**9** out of **10**

Results are used to support EMR's ongoing development and we thank all stakeholders who took part in this survey.

EMR's Digital Pay As You Go trial extended for a further 12 months after reaching 27,000 journeys



- Pioneering Digital Pay As You Go trial extended by another 12 months
- More than 27,000 journeys have been made since its launch
- Trial runs between Leicester, Derby and Nottingham.
- Using GPS-based technology, the system tracks journeys via mobile and automatically works out the correct fare.

Click here to watch an update from Neil Graham, EMR Interim Manager DIrector

Customers to take part on the trial

East Midlands Railway (EMR), operated by Transport UK, is extending its pioneering Digital Pay As You Go trial for a further 12 months after more than 27,000 journeys were completed through the scheme.

The trial, which operates between Leicester, Derby and Nottingham, uses GPS-based technology within the EMR app to automatically track customers' journeys and calculate the correct fare for their travel.

Unlike traditional rail ticketing, customers taking part in the trial do not need to select and purchase a ticket before travelling. Instead, the technology tracks their journey through the EMR app and automatically calculates the appropriate fare.

Since launching, 1,492 customers have been part of the trial, with 27,009 Pay As You Go journeys taking place. The Digital Pay As You Go app has also received a customer satisfaction rating of 4.4 out of 5, highlighting the positive response to the simpler way of paying for rail travel.

The trial forms part of a wider industry programme, supported by the Department for Transport, exploring smarter and more flexible ticketing options for rail customers.

"Reaching more than 27,000 journeys is a fantastic milestone and, alongside a customer satisfaction score of 4.4 out of 5, shows that customers are responding positively to a simpler and more flexible way of paying for rail travel.

We're delighted to be extending the trial for a further 12 months, giving even more customers the opportunity to experience Digital Pay As You Go and with no limit on the number of people taking part we want as many people as possible to try out this new way of buying tickets with us.

The technology is designed to take away some of the complexity of rail ticketing. Customers can travel without having to worry about choosing the right ticket before they travel, with the system automatically working out the fare for their journey.

Every journey made as part of the trial helps us understand how digital ticketing can improve the customer experience and shape the future of rail travel. We would encourage anyone who regularly travels between Leicester, Derby and Nottingham to sign up and take part."

NEIL GRABHAM,
Interim Managing Director at East Midlands Railway



Working to improve our service

HANDLING OF COMPLAINTS

AUTUMN 2025	AUTUMN 2026	
100%*	99%*	Number of complaints responded within 20 working days.

*Full ORR data compliance reporting can be viewed here

PASSENGER ASSIST

	Total Passenger Assistance bookings	Total number of complaints about booked assistance	Complaints about booked assistance per 1,000 bookings
AUTUMN 2025	69,147	18	0.26
AUTUMN 2026	91,385	36	0.39

Total number of faults reported by customers: 215

Ways faults were reported

Email	Social Media	Webform	Telephone
209	0	275	11

INTERCITY				LIVERPOOL/NORWICH				REGIONAL			
STATION		ON TRAIN		STATION		ON TRAIN		STATION		ON TRAIN	
Car parking	0	Plug sockets	1	Car parking	0	Plug sockets	0	Car parking	0	Plug sockets	1
Heating	0	Heating	332	Heating	0	Heating	54	Heating	0	Heating	42
Ticket buying	0	Train condition	0	Ticket buying	0	Train condition	0	Ticket buying	0	Train condition	0
Lighting	2	Lighting	0	Lighting	0	Lighting	0	Lighting	0	Lighting	0
Quality	0	WiFi	10	Quality	0	WiFi	0	Quality	0	WiFi	2
Toilets	7	Toilets	39	Toilets	0	Toilets	2	Toilets	1	Toilets	0
Other	2	Other	0	Other	0	Other	0	Other	0	Other	0
Total: 11		Total: 382		Total: 0		Total: 56		Total: 1		Total: 45	

Accessible meeting points to improve journeys across the Poacher Line



Nottingham station Passenger Assist lounge

- EMR install new accessible assistance boards across Poacher Line – which runs from Nottingham to Skegness.
- The investment will make it easier for all customers to access support.
- The clearly marked meeting points provide customer travelling a simple and reliable location where they can meet a member of staff or request assistance before travelling.

Improving access to Passenger Assistance across the Poacher Line

East Midlands Railway (EMR), operated by Transport UK, has installed new accessible assistance meeting point boards at stations along the Poacher Line, making it easier for customers to access help and travel with confidence.

The clearly marked meeting points provide passengers travelling between Nottingham and Skegness with a simple and reliable location where they can meet a member of staff or request assistance before travelling.

The initiative will make it easier for customers to access support, benefiting people who use wheelchairs, have visual or hearing impairments, mobility difficulties or hidden disabilities, as well as anyone requiring additional assistance while travelling.

The new signs also improve the delivery of Passenger Assist by providing staff with a dedicated location to meet customers who have booked assistance. This helps to ensure smoother boarding and alighting, reduces the risk of missed connections, and makes journeys more seamless. The investment forms part of EMR's ongoing commitment to creating a more accessible and inclusive railway, ensuring that everyone can travel with greater independence and confidence.

"These new accessible meeting points will make it much easier for customers to find the support they need.

Whether someone has booked Passenger Assist, has a visible or hidden disability, or simply wants some extra help, these clearly marked locations provide reassurance that assistance is close at hand.

This investment on the Poacher Line is another step in our commitment to making our railway more accessible, inclusive and welcoming for everyone."

PHILIPPA CRESSWELL,
Customer Experience Director at East Midlands Railway

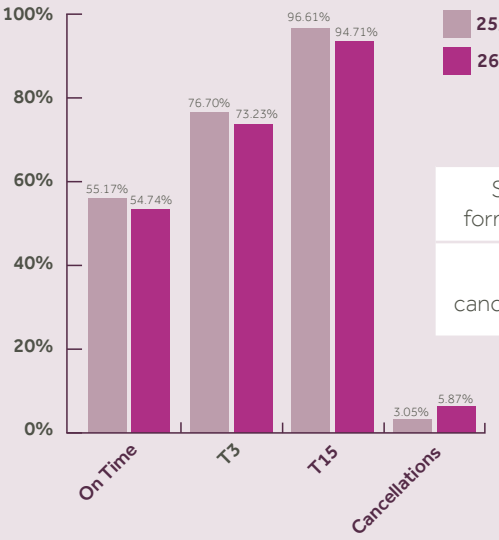
The accessible assistance meeting point boards have now been installed at stations along the Poacher Line and are clearly signposted to help customers quickly identify where assistance is available.

Customers can continue to book assistance in advance through EMR's Passenger Assist service or speak to station staff on the day they travel. The new meeting points provide an additional, easy-to-find location where help can be accessed, making journeys simpler and more reassuring for all.



Performance

We know how important it is that our trains are punctual and have enough seats for everyone. We work very hard with our partners such as Network Rail. Below is a snapshot of how we've been performing over the past six months.



	25/26	26/27
Short formations	1.07%	1.55%
ToS cancellations	2.08%	4.19%

ACRONYMS EXPLAINED:
T3: Trains that arrive or terminate within 3 minutes of scheduled time.
T15: Trains that arrive or terminate within 15 minutes of scheduled time.
ToS Cancellations: TOC-on-Self cancellations are attributed to EMR affecting their service (for example, problems caused by their own fleet or train crew).

Environmental performance

Environmental sustainability is a core part of EMR's vision of putting customers at the heart of a sustainable railway. Our key environmental impacts are reflected in our focus on traction carbon, traction fuel efficiency, non-traction energy, circular economy and water consumption, with a commitment to reducing emissions and improving resource efficiency.

EMR's Annual Air Quality Report was published and made available to external stakeholders in January 2026. This updates on air quality performance at 10 EMR sites and outlines key activities to improve local air quality, and ongoing collaboration with industry partners and regulators to optimise the monitoring and mitigation of traction emissions.

Environmental impact	2026/27 Performance	Target
Traction carbon	1,065g/km	<1,549 grams/vehicle km
Traction fuel efficiency	0.530l/km	>0.573 litres/vehicle km
Non-traction energy	243 kWh/m²	<245 kWh/m²
Circular economy	2.7	>2.2 Total waste reduction, recycling and landfill diversion performance
Water Consumption	55.5 m³/mpkm	<75 m³/million passenger km

Fault response time

The mean average **number of faults reported** by both customers and colleagues

AUTUMN 2025	AUTUMN 2026
3,233*	1,483*

The mean average time that was **taken to resolve these faults (weekdays)**

AUTUMN 2025	AUTUMN 2026
13*	38*

The mean average time that was **taken to inform customers where faults were not resolved within 20 weekdays**

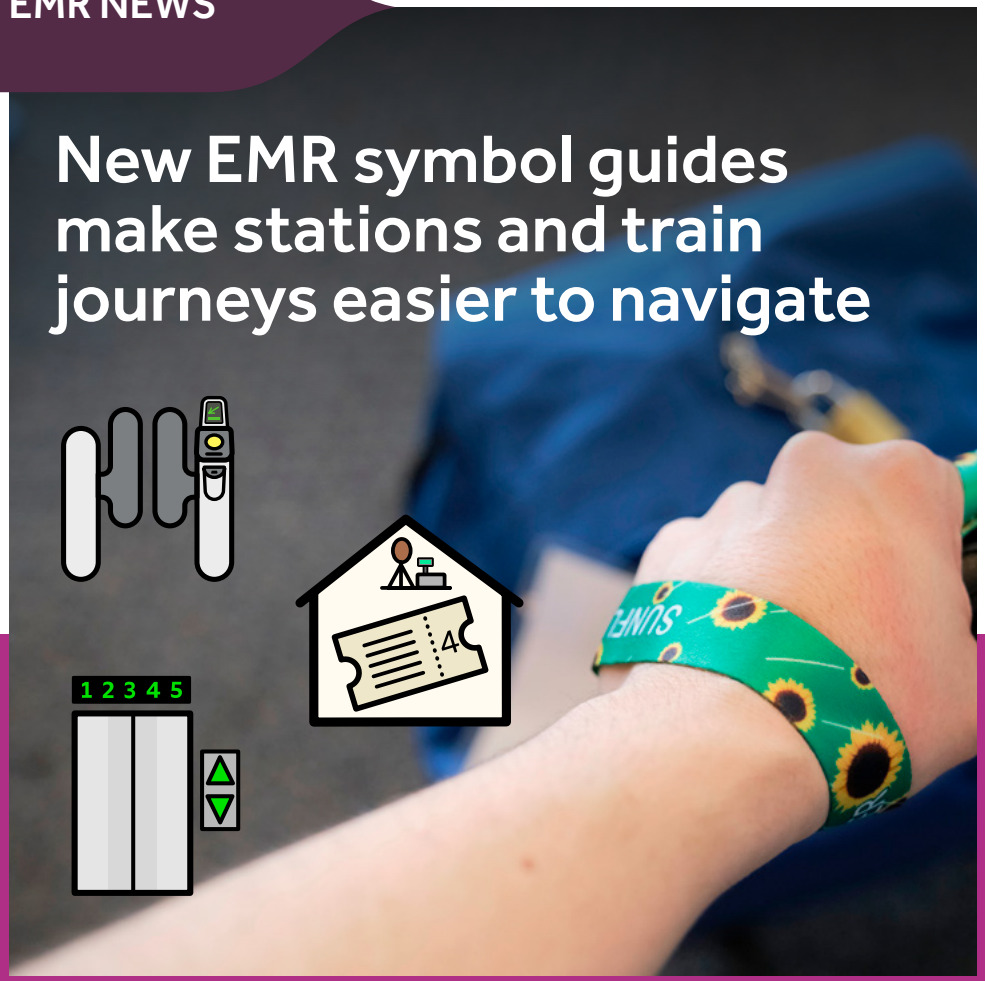
AUTUMN 2025	AUTUMN 2026
4*	6*

* EMR have promoted the fault reporting process for staff, encouraging all EMR colleagues to report all faults, allowing quicker resolutions. Some reports may be duplicated if reported by more than one person.

TICKET OFFICES OPEN FOR THE HOURS SPECIFIED

Autumn 2025	94.14%
Autumn 2026	93.78%

New EMR symbol guides make stations and train journeys easier to navigate



- EMR introduces new Symbol-Friendly Station Guides designed to make navigating a station and catching a train clearer
- Each guide provides key information about EMR stations, including entrances and exits, ticket facilities, platforms, and step-free access
- EMR is the first official Symbol-Friendly operator in the UK

The full range of Symbol-Friendly Station Guides is now available on the EMR website here

EMR is the first official Symbol-Friendly operator in the UK

East Midlands Railway (EMR), which is operated by Transport UK, has introduced new station guides designed to make information clearer and more accessible for passengers of all abilities.

EMR is the first official Symbol-Friendly operator in the UK and worked with visual communication experts, Widgit Software, to create the guides.

The guides use simple language alongside clear, recognisable Widgit Symbols to support understanding and confidence when travelling.

With Widgit, each symbol represents a word or concept that can be put together to create a visual sign or sentence, allowing individuals to navigate their way around a station more easily or ask for help.

Autistic people, individuals with additional needs, or anyone with a communication challenge who may become anxious when travelling can use the guides in advance to understand what to expect from their journey.

Each guide provides key information about EMR stations, including entrances and exits, ticket facilities, platforms, step-free access, and where customers can get help from staff. The guides are available online and can be viewed or downloaded in advance of travel.

Widgit, a pioneer in symbol-based communication, has developed the guides to empower individuals to navigate environments more independently. Its solutions are widely used by educators, therapists, and caregivers to support inclusive communication and understanding.

"We want rail travel to be accessible and welcoming for everyone. These new Symbol-Friendly Station Guides are a practical step forward, helping customers better understand our stations and travel with greater confidence."

PHILIPPA CRESSWELL, Customer Experience Director at East Midlands Railway

"East Midlands Railway is the first official Symbol-Friendly operator in the UK, joining football stadiums, hospitals and museums to make everyday life more accessible to people who struggle with reading signs and finding their way around new and busy places. Now, more people with additional needs can travel around the country independently and confidently."

LISA PINKERTON, Head of Education at Widgit

Operational improvements







Over the last 6 months, we have undertaken several initiatives to improve our operational performance, including:

EMR introduced **platform zoning at major stations** to assist with boarding and alighting and reducing congestion and delay at stations.

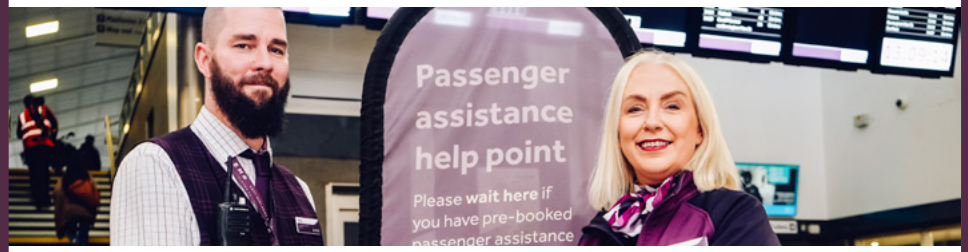
Working in partnership with Network Rail, EMR has focused on trespass reduction, with platform end works being delivered at Nottingham and schemes in place for Belper and Long Eaton, as well as a programme of school visits undertaken in hotspot areas and supporting the development of a rail safety area at Warning Zone youth training centre in Leicester, which are continuing to address prevention across the network.

Train service regulation trials have been undertaken **Sheffield and West Hampsted** which have resulted in a **reduction in overall delays** and a further trial at Wigston is now underway, until December 2026. These will minimise the knock-on impact from late running services and contain the spread of disruption across the network.

Innovative **remote monitoring of four rail over road bridges has been rolled out** to reduce the time taken to respond to vehicles striking bridges and reopening the railway following inspection.

EMR has been progressing with **push-to-talk radios and new dispatch vests for stations to increase communication between stations**, improving the customer experience and better managing disruption and assisted travel.

During the next 12 months, we will be focusing on the following initiatives:



The reliability of the EMR Fleet **is a key focus with the delivery of dedicated performance improvement plans** working in partnership with our suppliers focusing on the Intercity Fleet and **enabling the reinstatement of the full timetable.**

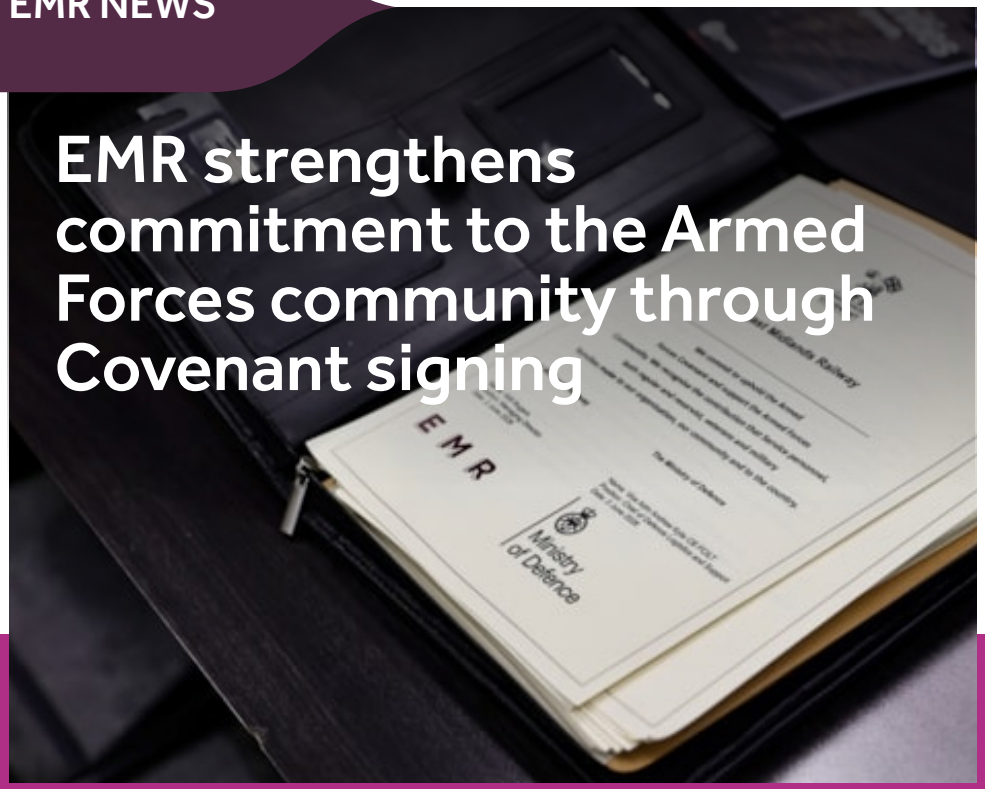
EMR continues to work closely with Network Rail to implement preventative measures and deterrents aimed at **reducing trespassing on the railway** and helping to improve safety for passengers, colleagues and the wider community.

In collaboration with Network Rail, **redundant detection assets will be removed in the Derby area.** Removing these obsolete assets will reduce the risk of signalling and track circuit faults, while also minimising maintenance-related downtime and improving overall operational reliability.

EMR will enhance assistance for passengers, with additional ramps planned for stations and further **training for colleagues on the use of the Passenger Assist App**. This will strengthen support for passengers who require assistance and encourage more passengers to make use of the service, reducing the delays that unplanned assistance requirements can cause.

EMR is strengthening collaboration with other Train Operating Companies (TOCs) to align on passenger announcement deliveries and ensure train formations can be displayed consistently on Customer Information Systems. This will provide passengers with clearer, more consistent information and make it easier to identify where to board.

EMR strengthens commitment to the Armed Forces community through Covenant signing



- EMR has reaffirmed its commitment to supporting the Armed Forces community by signing the Armed Forces Covenant.
- The Covenant is a national commitment to ensuring that those who serve, or have served, in the Armed Forces, and their families, are treated fairly and are not disadvantaged as a result of their service.
- EMR will work closely with Transport UK Group and industry partners to promote opportunities for veterans and service leavers.

EMR will work closely with Transport UK Group and industry partners to promote opportunities for veterans and service leavers, recognise the valuable skills and experience gained through military service, and foster an inclusive workplace where colleagues with an Armed Forces connection can thrive.

EMR signs the Armed Forces Covenant in June 2025

East Midlands Railway (EMR) has reaffirmed its commitment to supporting the Armed Forces community by signing the Armed Forces Covenant.

As part of the Transport UK Group, EMR joined colleagues across the group in formally recognising the contribution made by serving personnel, reservists, veterans and military families, and in pledging to support them through employment, workplace policies and community engagement.

The Armed Forces Covenant is a national commitment to ensuring that those who serve, or have served, in the Armed Forces, and their families are treated fairly and are not disadvantaged as a result of their service.

By signing the Covenant, EMR is strengthening its commitment to being an Armed Forces-friendly employer and creating opportunities for members of the Armed Forces community to build rewarding careers in the rail industry.

The commitment also includes support for reservists, military spouses and partners, cadet organisations and Armed Forces charities, alongside participation in key national events such as Armed Forces Day and Remembrance activities.

"Having served in the British Army, it was fantastic to be part of Transport UK signing the Armed Forces Covenant For me, it shows that the skills, values and experiences gained through military service are recognised and valued. Commitment with action – through how we recruit, how we support our reservists, and how we show up for military families across our business."

LAURA BARTRAM, Head of Fleet – Intercity and Connect at EMR

"We're incredibly proud to sign the Armed Forces Covenant. At Transport UK, our success is built on the expertise of seasoned professionals and a delivery-first culture of excellence.

We recognise the immense value that veterans and reservists bring to our workforce through their unique skills and experience. Signing this Covenant is not just a pledge, but a commitment to support those who protect our nation. We will back that commitment with action - through how we recruit, how we support our reservists, and how we show up for military families across our business."

ED WALKER, Chief Corporate Officer of Transport UK

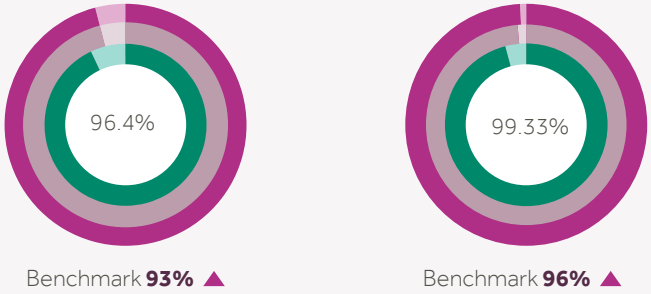


SQR Results and initiatives

SQR is a set of standards designed to improve the customer's experience when travelling on the railway. These standards are implemented and measured across all train operators in the UK. Full reporting for SQR scores can be found here.

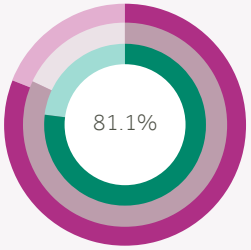


Customer Service



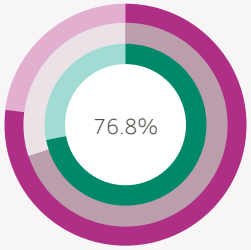
Stations

AMBIENCE & ASSETS



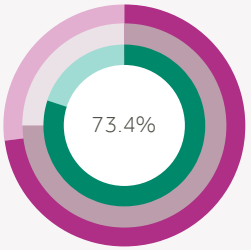
Benchmark **77%** ▲

CLEANLINESS



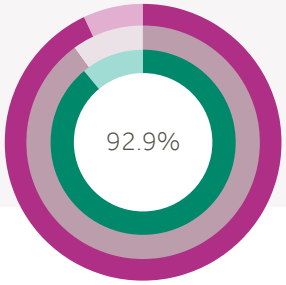
Benchmark **72%** ▲

INFORMATION



Benchmark **80%** ▽

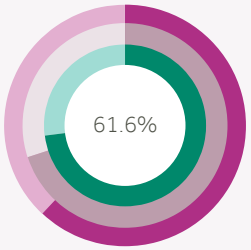
TICKETING & STAFFING



Benchmark **89%** ▲

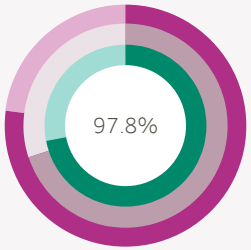
Trains

AMBIENCE & ASSETS



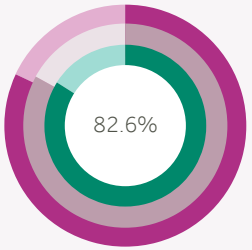
Benchmark **73%** ▽

CLEANLINESS



Benchmark **93%** ▲

INFORMATION



Benchmark **84%** ▽



OUR PROGRESS AND FUTURE PLANS

Recent Improvements:

- Ongoing work to fill potholes at stations.
- New benches at various stations across the route.
- Further investment in train presentation and cleanliness.
- Investment in information at stations, including posters and signage.

Next steps:

- Customer information screens will be upgraded at stations.
- Public address systems will be upgraded at stations.
- Ongoing work to replace broken poster frames, where necessary.
- Constant investment in station cleaning, with staffed stations recently receiving additional cleaning.
- Toilet refurbishments at five stations on the network.



EMR reaches 25-train refurbishment milestone in £60m fleet transformation

- EMR has now completed refurbishment of 25 trains across its EMR Regional and EMR Connect fleets
- Milestone includes 10 Class 158s, 12 Class 170s and three Class 360s
- £60 million investment programme is delivering more comfortable, practical and accessible journeys for customers

"Reaching 25 completed trains is an important milestone for our Regional and Connect refurbishment programme and represents a significant amount of work delivered for our customers. These upgrades are about much more than refreshed interiors. They are about making journeys more comfortable, practical and accessible, while improving information and supporting the long-term reliability of our fleet.

There is still more to come, with further trains currently being refurbished. We are proud of the progress made so far and look forward to continuing to deliver improvements for our customers across the network."

SIMON PREADY, Commercial Director at East Midlands Railway

Train refurbishments

East Midlands Railway (EMR), operated by Transport UK, has completed the refurbishment of 25 trains as part of its £60 million investment to transform its Regional and EMR Connect fleets.

The milestone includes 10 refurbished Class 158 trains, 12 Class 170 trains and three Class 360 trains, with further units continuing to move through the refurbishment programme.

The completion of the first three Class 360s marks an important step for EMR Connect, with the newly refurbished electric trains introducing a modernised onboard environment for customers travelling between Corby and London St Pancras International, as well as on Luton Airport Express services.

The refurbished Class 360s feature a completely redesigned interior, including new 2+2 seating throughout, combining airline-style seating with table bays to create a more spacious and comfortable environment.

Customers also benefit from upgraded luggage facilities, power and USB charging points, improved passenger information systems, refreshed interiors and enhanced accessibility features.

EMR Connect operates twice-hourly electric services between Corby and London St Pancras International, calling at Kettering, Wellingborough, Bedford, Luton and Luton Airport Parkway. The service was introduced in 2021 as EMR's first all-electric route and has delivered a 77 per cent reduction in carbon emissions compared with the previous diesel operation.

The refurbished Class 170 trains form part of a £23 million overhaul of EMR's 44-strong Class 170 fleet. The transformation includes redesigned interiors featuring new and refurbished seats and tables, modern power and charging facilities including plug sockets and USB points, refurbished toilets, upgraded flooring and newly installed passenger information systems providing clearer, more accurate journey updates.

Dedicated bike storage areas and refreshed interiors aligned with EMR's wider fleet design are also helping to create greater consistency across the network.

The Class 158 fleet is also receiving a comprehensive £5 million refresh, designed to extend the lifespan of the trains while improving the onboard environment. Upgrades include new seat foams and covers, new tabletops, carpets and vestibule flooring, enhanced CCTV and passenger information systems, refreshed branding and repainting. Together, the Class 158 and Class 170 programmes are delivering tangible improvements for customers, including greater comfort, improved accessibility, better information and more practical facilities for everyday journeys.


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